

City of Williamsburg

Facility name: Public Works and
Utilities Department

Person resp	Prepared by	Reviewed by	Approved by
EMS 4/6/2004	EMS 4/6/2004	EMS 11/14/2007	DGC 4/12/2004

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Revision no.

4.5.22 Corrective and Preventive Actions

This is a printed copy of the original and will not be kept up-to-date.

Persons responsible:

Areas of application: Department of Public Works and Utilities Shop Complex

Date of issue: 4/12/2004 **Effective until date:** 4/12/2008

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Document location:

Distribution list:

Current revision no.:

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1.0 Purpose

- 1.1 The purpose of this procedure is to establish practices related to the identification, implementation and tracking of corrective and preventive actions for the City of Williamsburg Department of Public Works and Utilities.

2.0 Scope

- 2.1 This procedure is responsive to Element 4.5.2, Nonconformance and Corrective and Preventive Action, of the ISO 14001 1996 standard and covers operations of Department of Public Works and Utilities.

3.0 Responsibility

- 3.1 The EMS Team will coordinate the Corrective Action Program by:
- 3.1.1 Maintaining documentation of Corrective Action Requests (CARs), and other related documents obtained during Internal Environmental Audits in both hard copy and electronic records as described in 4.5.31 Records Help;
 - 3.1.2 Reviewing and signing all (CARs);
 - 3.1.3 Contacting the appropriate Audit Team members to verify the audit is conducted and documented effectively;
 - 3.1.4 Distributing any changes to procedures or documents resulting from the CAR.
- 3.2 The Audit Team members will initiate the Corrective Action Requests (CARs) based upon audit findings. Audit Teams are also responsible for:
- 3.2.1 Recording any nonconformance findings during an audit on the proper forms described in this procedure;
 - 3.2.2 Verifying the effectiveness and completion of the (CARs), with the EMS Team.

4.0 Definitions

- 4.1 Refer to 3.0 ISO 14001-1996 Related Definitions

5.0 Process

- 5.1 The Audit Team will record any nonconformance findings identified during an Internal Environmental Audit on the Corrective Action Request (CAR) form EP 4.5.23F-01 in GreenWare. (The ISO 14001-1996 Standard associated with the nonconformance finding should also be recorded if applicable.)
- 5.2 The Audit Team will keep a listing of all Corrective Action Requests (CARs) issued during the audit and record them on the Corrective Action Request Log form EP 4.5.23F-02 in GreenWare.

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- 5.3 The Audit Team member discovering the findings will describe the nature of the nonconformance on a CAR form and forward it to the management personnel responsible for the area being audited. The Audit Team member will keep a copy of the CAR form and forward it to the EMS Team along with the Log sheet and other relevant documentation at the end of the audit.
- 5.4 The management personnel responsible for the area being audited will complete the CAR form by identifying the root cause, developing short and long term corrective actions, and preventive actions, as appropriate.
- 5.4.1 The management personnel that receive the CAR are responsible for returning it to the EMS Team within ten working days.
- 5.5 All steps taken in the corrective action are documented on the CAR for review by the EMS Team. Additional information may be attained to provide supporting documentation.
- 5.6 Upon receiving a response to the CAR the EMS Team will contact the relevant Audit Team members to verify the completion and effectiveness of the long term action. Verification will be documented on the original CAR then returned and maintained in the EMS Team files.
- 5.7 The EMS Team must review and sign all issued CARs. These documents will be maintained by the EMS Team. All CARs issued relating to significant environmental aspects will be documented and maintained in section 4.5.21 Nonconformance, Corrective and Preventive Actions, in GreenWare.
- 5.8 Nonconformance findings from internal audits, accidents, and other observations must receive timely corrective action. Corrective Action Requests requiring more than 90 days to complete must have senior management approval.
- 5.9 The EMS Team is responsible for recording and distributing any changes to documented procedures resulting from corrective and preventive action. This will be done in accordance with the Organizational Environmental Communication Procedure 4.4.33 in GreenWare.
- 5.10 First Party Internal Auditing and Third Party Auditing will be incorporated in the Department of Public Works and Utilities EMS Corrective and Preventive Action Program, as appropriate. Non-conformances will be addressed through the Corrective Action Request, form 4.5.23F-01 and observations and/or suggestions will be documented in GreenWare.
- 5.11 Documents relating to regulatory nonconformance are distributed to responsible management as appropriate. Appropriate distribution is the responsibility of the EMS Team.

6.0 References / Related Documents

- 6.1 4.5.42 Internal Environmental Auditing Procedure (1st Party)
- 6.2 4.5.23F-01 Corrective Action Request (CAR) form
- 6.3 4.5.23F-02 Corrective Action Request Log form
- 6.4 4.5.21 Nonconformance, Corrective and Preventive Actions- Worksheet

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- 6.5 4.4.33 Communication Procedure
- 6.6 4.6.12 Management Review Procedure
- 6.7 4.5.31 Records Help